GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:5411
ANSWERED ON:29.08.2001
LETTER FROM MEMBERS OF PARLIAMENT
RAMJI MANJHI

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether replies to letters written to the Prime Minister and the Minister of State for Personnel on the affairs of the Kendriya Bhandar which sell stationery and other items to the Government departments and where corruption and corrupt practices are rampant are not being replied for months together thereby defeating the whole purpose of writing letters;

(b) if so, the reasons therefor and the steps taken to improve the governance of the Kendriya Bhandar in so far as in the purchase of stationery and other items by the government ministries/departments/offices/corporations/under takings etc.;

(c) whether a number of letters are pending as on date and the date of receipt of those letters by the Prime Minister and the MoS(PP);

(d) if so, the reasons therefor alongwith the action taken against those who are responsible for the same; and

(e) the time by which all such letters are likely to be replied?

Answer

THE MINISTER OF STATE OF THE MINISTRY OF SMALL SCALE INDUSTRIES, AGRO AND RURAL INDUSTRIES, MINISTER STATE IN THE DEPARTMENT OF PERSONNEL AND TRAINING, DEPARTMENT OF PENSIONS AND PENSIONERS WE OF THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE II DEPARTMENTS OF ATOMIC ENERGY AND SPACE. (SMT.VASUNDHARA RAJE)

(a)to(e): As per enclosed statement.

STATEMENT REFERRED TO IN REPLY TO PART (a) TO (e) OF LOK SABHA UNSTARRED QUESTION NO. 5411 FOR ANS ON 29TH AUGUST, 2001

Letters received from M.Ps and references received from Prime Minister`s office and other V.I.Ps are accorded highest priority and all efforts are made to ensure that the replies are sent to them as early as possible. This Department had received a large number of letters from M.Ps raising a number of issues concerning Kendriya Bhandar, NCCF etc. Many of these letters are on issues that have arisen due to the concessions given in the Office Memorandum issued by this Department in July, 1981 (as amended from time to time). Divergent views have been expressed for review/modification of this Office Memorandum including complete withdrawal of the same.

This being a policy matter having wider implications, is being examined in consultation with the Ministries of Finance and Ministry of consumer Affairs. The views expressed by the M.Ps would be kept in mind while taking a final decision in the matter. In view of this some replies to the letters received from the M.Ps have been delayed. It is expected that replies to all such pending letters would be sent shortly.

Various steps have been taken by Kendriya Bhandar to improve its governance and to bring transparency in day to day functioning and some of them are set out below:

(i) A computer software programme has been installed in Head office to monitor the sales summary of every store every day to ensure that they are selling the goods according to the codes.

(ii) Kendriya Bhandar has initiated a process for obtaining indemnity from the suppliers regarding price guarantee to ensure that the customers get the best price.

(iii) Prepaid suggestion post cards have been kept in all the Store to get prompt feed back from the customers. Action is taken on complaints/suggestion received from the customers. In case of serious complaints, employees have been charge sheeted and suppliers have been suspended or de-registered depending upon the gravity of the offence.

(iv) Where-ever possible limited tenders are invited from the registered suppliers to generate competition among them.

(v) The supply/quality of grocery goods from the suppliers is subject to laboratory test and given ratings based on certain norms prescribed by the Society which are stricter then the norms laid down by the P.F.A. Such rating is taken into consideration while considering tenders of those suppliers for subsequent period. Warning is issued to those who fall below the prescribed rating.